

## VA Web Site Addresses

<https://www.1010ez.med.va.gov/sec/vha/1010ez/>    [www.va.gov/north-florida/](http://www.va.gov/north-florida/)

## North Florida/South Georgia Veterans Health System Healthcare Sites:

### Malcom Randall VAMC

1601 SW Archer Road, Gainesville, FL 32608

800-324-8387 (Toll Free), or 352-376-1611  
352-379-4028 (Fax)

### Lake City VAMC

801 South Marion Street, Lake City, FL 32025

800-308-8387 (Toll Free), or 386-755-3016  
386-758-6002 (Fax)

### Daytona Beach OPC

551 National Health Care Dr, Daytona Beach, FL 32114

386-274-3173 (Wilma Brewer)  
386-274-3170 (Fax)

### Inverness CBOC

401 N. Central Avenue, Inverness, FL 34453

352-637-3500 (Beverly Newman)  
352-637-6810 (Fax)

### Jacksonville OPC

1833 Boulevard, Jacksonville, FL 32206

904-232-2751 extension 3010 (Alanna Memory)  
904-232-3217 (Fax)

### Leesburg CBOC

9836 South Hwy 441, Leesburg, FL 34788

352-728-4462  
352-728-2187 (Fax)

### Ocala OPC

1515 E. Silver Springs Bld, Suite 226, Ocala, FL 34470

352-369-3320 (Mary Meeks)  
352-369-3324 (Fax)

### St. Augustine CBOC

1955 US 1 South, Suite 200, St. Augustine, FL 32086

904-829-0814 (Brian Fullford)  
904-829-6174 (Fax)

### Tallahassee OPC

1607 St. James Court, Tallahassee, FL 32308

850-878-0191 extension 2164 (Suzanne Poppell)  
850-878-8901 (Fax)

### Valdosta CBOC

3123 North Ashley Street, Valdosta, GA 31602

229-293-0132 (Glenn Colunga)  
229-293-0162 (Fax)



# Registration and Enrollment Information for Veterans

**T**he North Florida/South Georgia Veterans Health System has had a record increase in requests for healthcare services. Due to this rapid growth, you as a new patient seeking primary care may experience delays in receiving an initial appointment. Our top concern is to protect the quality of the health care that we provide you. Therefore, we have developed a uniform process for registration, enrollment, and appointment scheduling.

**The following are options available to help you with the registration for healthcare benefits at your preferred facility for healthcare services:**

1. You can register in person at any VA medical center or clinic.
2. You can register by mailing or faxing a completed Form 10-10EZ to the medical center or clinic of your choice.
3. You can register on-line at [www.va.gov](http://www.va.gov). There is an on-line Form 10-10EZ.
4. You can get registration help by calling the VA Enrollment Service Center, Monday through Friday between the hours of 8:00 AM and 8:00 PM (Eastern Time) at 1-877-222-VETS.

5. You can also get additional help by contacting your State or County Veterans Service Officer. Please refer to the blue pages of the local phone book for the service officer in your area.

**Important Points for Registration**

1. You will be asked to identify your preferred location for healthcare services.
2. You will need to bring or include a copy of your military discharge papers (DD214).
3. If applicable, you will be asked for your insurance and/or Medicare card(s) so that the VA can make copies and bill your insurance company for your non-service connected care.

**Additional Information for Veterans Regarding Healthcare Services**

- ☐ Emergency care is available at the two hospitals in the North Florida/South Georgia Veterans Health System—Gainesville VA Medical Center and Lake City VA Medical Center, no matter what your enrollment status. However, emergency treatment will be for emergency conditions and cannot be used to get around the enrollment process.

- ☐ VA is a healthcare delivery system, not a pharmacy service. VA has a complete Health Care Benefits Program. The prescription benefit is only a part of the entire healthcare benefits package. Veterans who are enrolled and have had their first history and physical examination by a VA primary care doctor, are qualified to receive medicines from the VA Pharmacy, as part of a complete Health Care Benefits package.
- ☐ Increased demand for care has caused longer waiting times for clinic appointments. We are looking at every possible way to reduce waiting times.
- ☐ If you are currently enrolled for care at another VA medical center or clinic, you can continue to receive your medications through that medical center by contacting them and submitting a temporary change of address.
- ☐ If you are a retired military veteran, you may be interested in the services offered by TRICARE. You may contact TRICARE for the southeast region by calling 1-800-444-5445. The web site address for TRICARE is <http://www.tricare.osd.mil/>